

MACY SEARLE

CONTACT



Yamba, NSW



07432239494



macyhsearle@gmail.com

SKILLS

- Recruitment
- Interviewer
- Customer complaint handling
- Sales target achievement
- Cash handling accuracy
- Inventory management
- Store opening and closing
- Shop floor management
- Staff supervision
- Retail staff training and development
- Team building
- Leadership
- Sales
- Emergency response
- Patient care coordination
- Medical treatment assessment
- Health and Safety regulations
- Risk assessment
- Conflict resolution
- Visual merchandising
- Customer Service
- Visual merchandising

CERTIFICATIONS

- First Response Emergency Care - Level 3
- Ambulance First Responder - Level 3
- First Aid at Work

HOBBIES AND INTERESTS

- Surfing
- Bouldering
- Free Diving
- Travelling
- Reading
- Fashion

DRIVING LICENCE

Results-driven retail supervisor with a strong background in team leadership and performance enhancement in high-pressure settings. Specialises in conflict resolution, staff training, and operational compliance with health and safety standards. Experienced in emergency medical support, including patient assessment and first aid administration, while coordinating effectively with emergency services to ensure safety and optimal outcomes.

EXPERIENCE

May 2025 - Current

Community First Responder South Western Ambulance Service, Cornwall

- Responded promptly to emergency calls, providing life-saving medical interventions in high-pressure situations.
- Attended various accidents, emergencies and requests for medical assistance, taking confident control of distressing situations to minimise patient suffering.
- Assessed emergency situations to prioritise medical care for patients.
- Conducted thorough patient assessments to determine appropriate medical treatment and care.
- Assessed, treated and managed patients' treatment onsite and en route to hospital, consistently communicating with patients and relatives.
- Administered medications and treatments accurately, following established protocols and guidelines.
- Documented patient care accurately and comprehensively in patient care reports, supporting ongoing treatment.
- Performed routine checks and maintenance on ambulance equipment, ensuring readiness for emergency responses.
- Participated in continuous professional development, updating skills and knowledge to improve patient care.

February 2025 - Current

Medic CTC Medical Services, Cornwall

- Operated and administered oxygen support devices for patients experiencing respiratory difficulties.
- Administered first aid and basic life support during emergencies.
- Displayed caring, positive and friendly approach in all interactions with patients.
- Demonstrated compassion and understanding towards individuals of diverse backgrounds and medical conditions.

May 2023 - October 2026

Retail Supervisor Ann's Cottage Surf, Newquay, Cornwall

- Managed a team of sales assistants, delegating tasks and setting daily sales targets to drive store performance.
- Trained new staff on store policies, product knowledge, and customer service excellence.
- Handled customer complaints with professionalism, resolving issues promptly to maintain high levels of customer trust and

- Category C1

LINKEDIN

- <https://www.linkedin.com/in/macysearle/>

loyalty.

- Taught staff how to handle difficult situations with calm and professionalism.
- Oversaw cash management, including till reconciliation and bank deposits, maintaining accurate financial records.
- Acted as a key holder, responsible for opening and closing the store, ensuring security protocols are followed.
- Monitored the department for signs of theft and implemented corrective actions to prevent recurrence.
- Checked inventory system to locate items at other stores for enhanced customer experience.

EDUCATION

2026

Bachelor of Arts Politics and International Relations

University of Exeter, Exeter

- Treasurer of the First Aid/Responders Society in collaboration with the South Western Ambulance Service, encouraging students to be trained in basic first aid and being able to respond to medical emergencies from campus.
- Dissertation in Politics and Healthcare - 'How will the further privatisation of the NHS disproportionately affect vulnerable women in comparison to men?'
- Attendance of the Politics and Debate Society

2023

A-Levels Politics

Newquay Tretherras, Newquay

- Grade - A

2023

A-Levels English Literature

Newquay Tretherras, Newquay

- Grade - B

2023

A-Levels Economics

Newquay Tretherras, Newquay

- Grade - A

2023

Higher National Diploma Applied Science

Newquay Tretherras, Newquay

- Grade - Distinction

2020

GCSEs

Newquay Tretherras, Newquay

- English Literature - 7
- English Language - 6
- Mathematics - 6
- Biology - 5
- Chemistry - 5
- Physics - 5
- Business - A
- Drama - 6
- Art - 4
- Spanish - 4